

# Nebraska Public Service Commission

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ANDY S. POLLOCK

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June 29, 2001

Magalie Roman Salas  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20544

Jenifer Simpson  
Disabilities Rights Office  
Consumer Information Bureau  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20544

RE: TRS Consumer Complaint Log Summaries for June 1, 2000  
through May 31, 2001

Docket # 98-67

Dear Ms. Salas and Ms. Simpson:

The Nebraska Public Service Commission respectfully submits the following summary of complaints alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 - 12th Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

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June 29, 2001

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to use proper Speech to Speech Call Handling Procedures
- Failed to use proper Spanish to Spanish Call Handling Procedures
- Breach of Confidentiality
- Replaced CA improperly in the middle of a call
- Failed ASCII or Baudot Connection
- Carrier of Choice not Available or Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

The following complaints were all "filed" (reached Hamilton via e-mail, telephone, regular mail, etc.) with our TRS provider.

#### Seven Ring No Answer Complaints

- ✓ Relay callers tried to reach the relay at peak times. Hamilton answered greater than 85 percent of all calls within 10 seconds on all days in which complaints were received. All customers were satisfied with our resolution (to continue to hold for the next available CA).

#### Three CA Typing Speed Complaints

- ✓ Two of the three complaints were against a CA who was terminated as a result of not being able to pass the new 60 words per minute typing requirement established in December of 2000. Prior to termination (as one complaint was received in July 2000), this CA was closely monitored to ensure she was meeting the State of Nebraska's 45 word per minute requirement. She was meeting this requirement. The other CA involved received a complaint in

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regards to spelling and typing. This CA has a typing score of 67 words per minute with an accuracy score of 99.7 percent, meeting all requirements. However, Hamilton continues to monitor this CA closely to ensure that she is continuing to improve her skills in typing and spelling. Hamilton has made additional typing and spelling training available to this CA.

One Busy Signal/Blockage Complaint

- ✓ Caller was having difficulty reaching the relay. The customer contacted several other state relay services and was not able to reach any states' relay service. There was no blockage at the relay center on the day that this complaint was received. We believe that there was an outage in this customer's local service area as she was able to reach the relay later.

One Carrier not Available Complaint

- ✓ The customer was calling to state that they could not access his carrier through the relay. Hamilton has equal access to the carrier desired, but the carrier was sending an "Access denied" recording due to blockage at the carrier level. The customer was given a 10 10 number. Customer was satisfied. This complaint was resolved within four days.

None of the other database categories contained any complaints. Hamilton normally provides a resolution to all complaints within 72 hours unless otherwise stated. None of the complaints above remain unresolved unless otherwise stated.

Please feel free to contact myself at 402/471-3101 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "John Burvainis".

John Burvainis  
Deputy Director